



March 19, 2020

Questions: Contact Shelley Taylor-Barnes at shelley.taylor-barnes@maryland.gov or 410-375-6891

Producer Licensing COVID- 19 FAQs

Q: How can I renew my license?

A: Within 90 days of the license expiration date, you may submit a renewal application online at www.nipr.com. Maryland residents must be continuing education ("CE") compliant before they can submit a renewal online.

Q: How can I submit additional required documentation needed for my renewal after I submit my renewal application online?

A: Send the documentation to our producer licensing email address: producerlicensing.mia@maryland.gov. In the email, be sure to include your name, license number, National Producer Number (NPN) and online transaction number.

Q: How can I submit a service request (name change, line of authority modification, letter of clearance or trade name registration) for an active license?

A: Complete the Service Request form at: <https://insurance.maryland.gov/Producer/Documents/servrequest/Service-Request-Form.pdf> and email it to: producerlicensing.mia@maryland.gov.

Q: How can I get my CE completed without going to a classroom environment?

A: You may obtain a list of approved CE courses and view your CE transcript on Sircon's website: www.sircon.com. Once on the site, choose "Look up Courses or Transcript", select "Approved Courses Inquiry", use the State drop down to select "Maryland" and use the Instruction Method drop down to select "Self-Study".

Q: How long does it take to process my application that is submitted online?

A: If the renewal application is submitted on NIPR and meets all of Maryland's business rules, the application will be approved immediately. If the application requires additional information or documentation, NIPR provides a general response about the requirement that still needs to be

met. This may require the applicant to provide documentation or for Maryland staff to verify information. The applicant should email any required documentation such as citizenship documentation or additional required forms to the producer licensing email address: producerlicensing.mia@maryland.gov. Documentation regarding background questions should be submitted in the NIPR Warehouse at the time of application submission.

Q: Are paper applications and fees being accepted at the MIA office building?

A: During this COVID-19 pandemic, we encourage applicants to apply online to avoid unnecessary delays. There is a secure drop box available, but there is limited staff to process paper applications received by drop off and postal mail.

Q: Are all licenses being extended per Governor Hogan's Executive Order and will late fees be waived?

A: The MIA is working with our vendors to ensure the COVID-19 pandemic is not causing a barrier to prevent our licensees from renewing by their current expiration dates. We are also working to ensure that license statuses do not expire pursuant to Governor Hogan's Executive Order. Late fees will not be charged on any license with an active status as of March 12, 2020. We encourage all licensees who can submit their renewals to do as soon as they can.

Q: If I already submitted my renewal application either online or by paper and it is still pending, will my license expire after the expiration date?

A: The MIA is working with our vendors to ensure that license expiration dates are extended and will not expire pursuant to Governor Hogan's executive order.

Q. How do I find the current status of my license?

A. Go to www.statebasedsystems.com.

Q. How do I find the status of the application I submitted online?

A: Go to www.nipr.com.